**Questioning the client**

When questioning the client to identify the perceived problem with the IT, always ensure your language and demeanour is professional, polite and focussed. It is important that your frustrations do not become evident and influence the client in either the explanation of the problem nor their wish to communicate with our organisation.

**Below are some general questions that can be used to commence the enquiry:**

Probing questions

1. Please describe the problem you are experiencing.
2. When did the problem begin?
3. Has the problem occurred before?
4. What software was running when the problem occurred?
5. Does the problem occur in any other application/s?
6. What were you actually doing when the problem appeared?
7. How long had the system been running when the problem occurred?

After a broad understanding of the problem is achieved, move to more specific and focused questioning that endeavours to dig into what the problem is and where in the work process the problem lies.